

M Rock Specialist Job Description 2007-2008

Primary Purpose

To be responsible for the operations of the M Rock climbing wall during business hours. To maintain a positive and welcoming environment for climbers of all abilities. To support the recreational climbing community, and if necessary enforce the M Rock's policies and procedures to ensure safety.

Qualifications

- Proficiency in Microsoft Word, Excel, Access
- Demonstrated self-initiative and eagerness to take on responsibility without direct supervision
- Excellent time management skills
- Ability to work with groups of children ages 6 to 18
- Knowledge of setting bouldering problems, top rope, and lead routes
- Certifications in CPR, First Aid, Wilderness First Aid
- An ability to teach skills, a positive sense of humor, and a sense of adventure
- Knowledge and experience in belay systems and uses
- Knowledge and experience in climbing techniques
- Strong interpersonal and communication skills
- Ability to lead and instruct groups of 2-16 people
- Ability to work with a diverse community
- Effective organizational ability
- Knowledge of rock climbing equipment
- Customer service including phone, email, and person to person
- Financial responsibility including cash register and credit card machine

Climbing Wall Responsibilities

- Monitor wall safety practices while working
- Attend all trainings and staff meetings
- Handle registrations, refunds, and promotions
- Manage all equipment necessary to setup and take down the climbing wall
- Provide instruction for belay lessons and belay checks
- Inspection, maintenance, and inventory of all equipment used at the climbing wall
- Contact groups, organizations, and clubs to promote the climbing wall
- Provide First Aid if necessary
- Record daily operations, inspections, and maintenance in climbing wall log
- Answer telephone calls, check voicemail, return phone calls
- Set boulder problems, top rope, and lead routes
- Oversee safety techniques and wall usage during open recreation
- Facilitate equipment rentals
- Informally or formally gather feedback/information from customers on regular programs, routes, instruction, special events, prices, hours, sales, and reports to Director
- Keeps wall, storage closets, and wall area clean, safe, and organized
- Keeps accurate records and forms in paper files
- Assist with additional projects as seen fit by the Director or Assistant Director

Environmental Conditions

- Will be subject to working at heights up to 21 feet
- May be exposed to falling objects
- May be required to lift or transport equipment weighing up to 40 lbs.
- May be exposed to bodily fluids while giving First Aid/ CPR
- Able to stand for long periods of time